

their DSL network, including managing capacity and load balancing across their ATM circuits.

e. Network Status

- *Service Interruption Report* – provides a report by regions of service interruption events. These reports include a description of the service affected, network elements, the central office, time of the outages, estimated time of restoral, and other relevant information.
- *ADSL Office Status Report* – lists all ADSL enabled wire centers, those pending deployment, and the ADSL port capacity available in each office. ESPs can search by region, state, city, wire center and CLLI code.
- *Telco Anticipated Remote Terminal (RT) Deployment Schedule and Distribution Area (DA) Boundaries* – provides anticipated Remote Terminal deployment as reported to SBC ASI by the SBC Telco Affiliates.
- *Summary of Telephone Number (TN) Statuses by DSLAM/RT* – provides “snap shot” information from SBC ASI’s DSL qualification planning database to assist ISPs with DSL planning and marketing efforts. The report provides ISPs weekly, aggregated TN status information by CO DSLAM and Remote Terminal which may assist in the targeting of geographies where opportunities for additional DSL penetration exist. This report also summarizes “Account Restricted” statuses, including the in-service status of TN’s where SBC ASI is already providing DSL Transport service.

f. LeadFree Reports

- *ISP CPSOS/LeadFree Error Report* – provides a list of an ISP’s CPSOS transactions that have been rejected due to a processing errors and provides a code to identify the error. The report also includes CPSOS service activation order successes.
- *ISP LeadFree ATM Report* – provides a list of an ISP’s ATM circuits.
- *ISP LeadFree TN Report* – provides a list of the LATA, Logical assignment, ISP ATM circuit, Common Language Location Identifier (CLLI) of the central office and working status based on the DSL TN information as provisioned in LeadFree.

g. Other Reports

- *DSL Optimization Status Report/DSL Line Performance Report* – provides status of the SBC ASI DSL Optimization process per end-user telephone number.
- *SBC DSL Line Performance Report Application Interface* – allows interested customers to utilize an application-to-application interface for requesting end-user DSL performance levels.

8. Application of a "same access" requirement to ASI would not merely cause operational problems, such as longer installation intervals and delays in service repair, but would substantially increase SBC's cost of doing business. A "same access" requirement would require SBC to maintain redundant ONA "same access" personnel, equipment, and systems, and would limit interfaces among them. Those additional costs would have to be reflected in the prices of services SBC offered in the marketplace.

Costs of Computer III "Same Access" Restriction

9. If the Commission ruled, through clarification or waiver, that the Computer III "same access" restrictions do not apply to ASI, SBC would immediately begin integrating support functions for order and entry status; trouble reporting and status; diagnostics, monitoring, testing, and network reconfigurations; and traffic data collection among its Internet Access operations and Advanced Telecommunications Network affiliates. The savings from this integration alone would amount to \$36, 878,119 per year.
10. SBC calculated its estimated savings from integrating order and entry status; trouble reporting and status; diagnostics, monitoring, testing, and network reconfigurations; and traffic data collection functions among the Internet Access operations and Advanced Telecommunications Network affiliates based on an analysis that was performed at my direction to identify savings in terms of labor expense, operational expense, and capital on an annual basis if the Commission ruled that the "same access" requirement does not apply to ASI. The cost savings to be realized from such a ruling, detailed in the following paragraphs, have been identified by work function.
11. Ordering, Circuit Design, and Facility Assignment. Currently, the SBC data services affiliates must maintain at least two sets of systems and workforces for ordering, circuit design, and facility assignment, including separate systems for ASI and the Internet Access operations. The requested clarification or waiver would enable SBC Data Services to integrate these systems and workforces for these entities. Functional and workforce consolidation would also improve manual handling of orders that fall out of the system due to error or incomplete information, and enhance circuit design and facility assignment. The total expected savings from the consolidation of the systems software and hardware to maintain and operate those systems, as well as the consolidation of workforces responsible for manual handling of orders that fall out of the system, circuit design, and facility assignment would be \$6,081,215 annually in labor, expense, and capital.

12. Provisioning, Test & Turn-Up and Maintenance Test Center. Application of the “same access” requirement to ASI would prevent SBCIS from sharing with Advanced Services affiliates personnel and systems used to provision, install, maintain, and repair advanced telecommunications network components. Instead, SBC would have to maintain duplicative systems and personnel to do the following:

- Provision and install service
- Test the service after provisioning and installation to ensure that it is working
- Post the installation order as complete
- Perform diagnostic testing in response to trouble reports to identify the facilities responsible for the trouble
- Hand off the trouble ticket to the appropriate work center to perform the repair
- Repair the service
- Re-test the service when the repair is complete and notify the customer, and
- Notify customers of outages or of planned maintenance activities

Duplication of these functions among multiple operations requires redundant systems and personnel. Moreover, the process of provisioning, installing, maintaining, and repairing network facilities is complicated and delayed due to multiple hand-offs among multiple affiliates, each responsible for only a piece-part of the overall process and likely required to duplicate work already performed. With relief through clarification or waiver, one entity could install, provision, maintain and repair network facilities for all SBC data services companies. This would eliminate the need for duplicative hardware, software and personnel and also eliminate multiple hand-offs that complicate and delay the performance of these activities. The savings from integrating these functions would be \$21,840,974 in labor, expense, and capital.

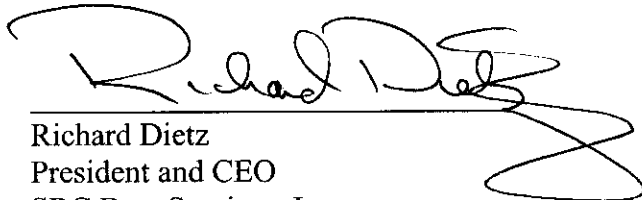
13. Surveillance and Monitoring. Currently, because of uncertainty as to the Computer III “same access” requirements, separate Advanced Services and Internet Access operations maintain their own Network Operations Centers (NOCs) to perform surveillance and monitoring of customer networks, manage outages or planned maintenance activity, and implement advanced services network projects. Each separate operation performs these functions only with respect to the network facilities it provides. With relief, through clarification or waiver, SBC would consolidate the separate NOCs, monitor customer services on an end-to-end basis, and perform related functions in a consolidated fashion. This would result in substantial workforce savings. Specifically, SBC estimates that the integration of NOC operations would save approximately \$1,782,624 in labor and employee-related expenses.

14. Customer Care. Application of the “same access” restriction to ASI would require the Internet Access operations and the Advanced Services operations to use systems and personnel that are separate from each other to track customer orders and trouble

tickets. Thus SBC would have to use duplicative hardware, software, and personnel to perform these functions. With relief through clarification and waiver from the restrictions, the Advanced Services operations and the Internet Access operations would integrate their systems and perform customer care end-to-end, thereby eliminating the need for multiple systems, handoffs and calls. This would result in a saving of \$7,173,305 annually in labor, expense and capital.

15. Thus, application of the "same access" requirement to ASI would impose significant costs on SBC. These costs – which are not imposed on SBC's competitors - would be ultimately reflected in the form of increased prices and reduced choices in the marketplace – all to the detriment of consumers. As demonstrated above, the "same access" restrictions would impair SBC's ability to provide seamless service, cause enormous customer confusion and frustration, needlessly prolong service outages, and diminish customer expectations of network reliability. These restrictions would harm, rather than serve, the public interest and should be eliminated.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct. Executed on August 10, 2004 in San Antonio, Texas.



Richard Dietz
President and CEO
SBC Data Services, Inc.

Attachment A

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SBC ASI Resource Center

SBC ASI is proud to provide you with a comprehensive web based DSL Resource Center allowing you to:

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- View the same Website used by SBC ASI's Service Providers
- Access and submit the Service Provider Order and Profile Form
- Access Application and Product Support documents
- View agenda, meeting minutes and issue log for the SBC ASI Customer Relations Forum
- Locate [other SBC ISP Sales & Marketing Information](#)

Resource Center News Watch

CPSOS is up and running in all SBC ASI regions. If you experience problems, please contact the Toolbar h

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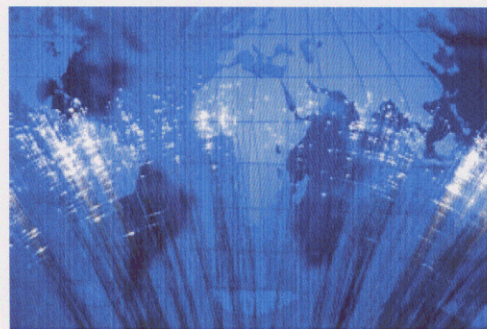
Products

DSL

Digital Subscriber Line

To view information on our DSL product please visit :
<http://www.sbc.com/gen/landing-pages?pid=3308>

- [Tariff](#)
- [General Terms & Conditions \(GT&Cs\)](#)
 - [Federal Universal Service Fund \(FUSF\) rate table](#) **Updated 6/28/04**
- [Process for downgrading DSL](#)
- [Letter of Authorization \(LOA\)](#)
- [DSL Disqualifiers](#)
- [DSL Speed Tiers and Loop Lengths](#)



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DSL Customer Self Install (CSI)

- [CSI Presentation](#)
- [CSI Disqualifiers](#)
- [CSI Guides](#)
 - [SBC Express Installer CD V3.0](#)
 - [SBC Express Installer CD V5.0](#) **Effective January 19, 2004**

Customer Premise Equipment (CPE)

- SBC ASI 13 State DSL CPE Services Agreement: Effective February 8, 2003, the terms of this agreement have been converted into the **Generally Available Terms and Conditions for the Purchase of DSL CPE & for DSL CPE Services**. To view the new document click here.
- Password Reset Instructions for Efficient 5861
- Password Reset Instructions for Cayman 3220H
- Disabling Point to Point over Ethernet on the Modem
- Password Reset Instructions for 5100b

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SP Profile Data Report

Report showing Service Provider information provided to SBC ASI by the Service Provider and currently populated in CPSOS. Data displayed includes, but is not limited to, NPC, contact information, sales person name/number, sales code, and provider type.

Credit Card Report

Report containing the available credit card types accepted by Service Provider, as reported by Service Provider to SBC ASI.

SP Billing Information Report

Report showing all billing information provided to SBC ASI by the Service Provider on the SP Order and Profile Form. Data displayed includes, but is not limited to, billing telephone numbers (BTNs), tax codes, active product codes, ZBTN and division code.

SP Product Information Report

Report showing DSL Transport product(s) descriptions, product codes, and volume commitment offered by the Service Provider.

Network Provider Tracking Report

NPC

++ Please Select ++

All
1source
4wheelparts01r
99maininternetsvcisp
aaf06r
abn_amro_rlan
academicplanet03i
access
accessdentalrian

To select multiple NPCs, press the "Ctrl" key on your keyboard while using your mouse.

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Promo Code Reports

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☐ Billing Assignment Total Report

A list of all Billing Promotions with the respective Begin Date, End Date and Grandfather Dates.

☐ Active Promotions Report

A list showing only "active" Promotions and associated criteria required. "Active" means the Promotion start date is greater or equal to today but less than or equal to the Promotion end date. "Active" Promotions are currently in effect and available for selection.

☐ Inactive Promotions Report

A list showing only the "in-active" Promotions and associated criteria required. "In-active" means today's date is greater than the Promotion end date but less than or equal to the Grand-fathered date. "In-active" Promotions are expired but may be selected along with a valid reason code.

☐ Grandfathered Promotions Report

A list showing only the "Grand-fathered" Promotions and associated criteria. "Grand-fathered" promotions are expired and no longer able to be selected.

NPC

++ Please Select ++

All
1source
4wheelparts01r
99maininternetsvcisp
aaf06r
abn_amro_rlan
academicplanet03i
access
accessdentalrlan

To select multiple NPCs, press the "Ctrl" key on your keyboard while using your mouse.

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LeadFree Reports

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☐ **ISP CPSOS/LeadFree Error Report** Date: mm/dd/yyyy

A list of an ISP's CPSOS order requests that have been rejected due to a LeadFree error.

☐ * **ISP LeadFree ATM Report** [[Glossary](#)]

A list of an ISP's ATM circuit. This report contains a count of the total CO/RT connections and CO/RT customers in addition to the current utilization percentage of the ATM circuit purchased by a Service Provider.

☐ * **ISP LeadFree VC Report** [[Glossary](#)]

A list of DSL TN and status of ATM and VC.

☐ * **ISP LeadFree TN Report** [[Glossary](#)]

A list of DSL TN information as provisioned in LeadFree.

☐ * **ISP LeadFree VP Report** [[Glossary](#)] ATM:

A list of an ISP's VPs on their ATM circuits. This list contains the current profile and utilization percentage of the VP.

* Report excludes data pertaining to the ASI North region.

Rural DSLAM Report [[Glossary](#)] [[Instructions](#)]

This list contains actual information for ASI Subtended Rural DSLAM Offices and Host Offices for the ASI West Region Only. ISPs will be able to view a quarterly report (subject to change) with actual 8 character CLLI Code of a wire center to see if it is a Rural DSLAM Connection.

NPC

++ Please Select ++

 All
 1source
 4wheelparts01r
 99maininternetsvcisp
 aaf06r
 abn_amro_rlan
 academicplanet03i
 access
 accessdentalrlan

To select multiple NPCs, press the "Ctrl" key on your keyboard while using your mouse.

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DSL Optimization Status Report/DSL Line Performance Report

Provides status of the SBC ASI DSL Optimization process per end-user telephone number. Will also provide an option for the synchronization status and transmission quality of the end-users DSL line from the DSLAM to the end-users CPE.

To view a guide for using the DSL Optimization Status Report click here.

DSL Line Performance Usage Report (Glossary) (Instructions)

The Report will enable the Service Providers to view the date and time, by user ID, when a DSL Line Performance Task was generated.

WARNING: This report can be potentially large. Please consider limiting the search criteria when running this report.

Dates: to (maximum of 31 days)

SBC DSL Line Performance Report Application

Effective January 24, 2004

Customers interested in utilizing an Application to Application interface for requesting end-user DSL performance levels should refer to the External Interface Agreement (EIA) below and contact an SBC Account Manager.

DSL Line Performance Report EIA V1.0

Sample: Response 1

Sample: Response 2

ATM Ping Report

The ATM Ping Report is for ISPs in the SBC ASI Midwest Region that are unable to perform ATM PING Tests to the end-user. This test will determine if there is logical connectivity from ASI's LAC (Local Access Concentrator) to the end-user's CPE. The ATM Ping Report is available for "on demand testing", however, the report will be unavailable from 2:00am to 3:00am (CT) every Monday through Saturday, and 12:00am to 4:00am (CT) every Sunday due to maintenance. In addition, the report will be unavailable from 12:00am to 8:00am (CT) on every third Sunday of the Month.

Phone Number:

NPA/NXX Report

A list of area code/TN prefixes and line ranges served from SBC Central Offices that support DSL Transport services.

(This Report is unavailable at this time)

Lost Customer to Competitor Report

This report contains a list of DSL Service Orders and associated DSL TN's that have been "lost" to another ISP. All data is retrieved from CPSOS and is presented in a format comparable to the view of the CPSOS Work Center screen. Coinciding with CPSOS retention guidelines, the

information will be available beginning the date the service request originates in CPSOS until five calendar days after the service request completes.

Unsent Service Orders Report

List of all service requests which are not pending, completed or cancelled.



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Applications - Pre-Ordering

Batch Planning Tool

A DSL marketing tool that allows you to pre-qualify a large volume of potential customers in a geographic area.

➤ [Batch Planning Tool External Interface Agreement V6.0](#) Effective April 24, 2004

If you would like additional information see our [Registration Information](#) section.

DSL Macros Spreadsheet Tool

A DSL Pre-qualification tool allowing the user to request DSL availability on up to 50,000 telephone numbers at one time. For detailed information and specific requirements please view the User Guide below.

- [DSL Macros Spreadsheet Tool User Guide V1.4](#) Effective April 24, 2004
- [PREQUALWEST \(Revised 4/24/2004\)](#)
- [PREQUALSOUTHWEST \(Revised 4/24/2004\)](#)
- [PREQUALMIDWEST \(Revised 4/24/2004\)](#)
- [PREQUALEAST \(Revised 4/24/2004\)](#)

If you would like additional information see our [Registration Information](#) section.

Extensible Markup Language (XML) Pre-Ordering Application Interface (API)

For the Service Provider who wants marketing and ordering capabilities in one interface, the XML Interface may be your best fit. This Interface will allow you to pre-qualify customers for DSL, perform a variety of pre-ordering functions and order DSL for your customers. If you would like to build and utilize your own client site and use XML technology in order to issue pre-qualification requests to SBC ASI please review the following Interface Agreements.

- [XML Pre-Ordering Application Interface EIA V7.0](#) Effective April 24, 2004
 - [Sample Java Code](#)
 - [Pre-Ordering/Ordering Error Codes V5.0](#)
 - [XML Schema](#) (You will need the proper software to unzip and open this file.)
 - [Supplemental Static Data Document V6.0](#)
- [XML Pre-Ordering Application Interface EIA V8.0](#) Effective July 10, 2004
 - [Sample Java Code](#)
 - [Pre-Ordering/Ordering Error Codes V6.0](#)
 - [XML Schema](#) (You will need the proper software to unzip and open this file.)
 - [Supplemental Static Data Document V7.0](#)

If you would like additional information see our [Registration Information](#) section.

SBC ASI DSL Green List

The SBC ASI DSL Green List is a planning tool which provides ISPs with a list of telephone numbers and Central Office loop lengths that may have potential for utilizing SBC ASI's DSL Transport services within SBC ASI's thirteen State footprint. The Green List does not provide a verified Loop Qualification and a system loop qualification is still necessary before placing DSL Transport orders.

➤ [SBC DSL Green List EIA V2.0](#)

If you would like additional information see our [Registration Information](#) section.

Request to Test an Application

Use this form to request Test Account information, or for access to the Test environment for either Release or Special Testing. Please refer to Information Document for details.

Request to Test an Application [[More Information](#)]

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Batch Ordering

A DSL ordering tool that provides the capability for you to submit large volumes of DSL orders. If you have a large customer base or would like the capability to process large numbers of order in bulk, then Batch Ordering may be the best interface for you. This interface will require you to enter and "batch" orders into a file for processing. New connect orders are completely mechanized while Change and Disconnect orders will require minimal intervention on behalf of SBC ASI. For interface specifications or view a sample file please click on the appropriate link.

- [Batch Ordering Tool External Interface Agreement V10.0](#) Effective April 24, 2004
 - [Supplemental Static Data Document V6.0](#)
 - [Pre-Ordering/Ordering Error Codes V5.0](#)
- [Batch Ordering Tool External Interface Agreement V11.0](#) Effective July 10, 2004
 - [Supplemental Static Data Document V7.0](#)
 - [Pre-Ordering/Ordering Error Codes V6.0](#)

If you would like additional information see our [Registration Information](#) section.

Extensible Markup Language (XML) Application Interface (API)

The function of the SBC ASI DSL XML application Interface is to provide users with the transactions and interactions that enable them to perform DSL Ordering functions related to the DSL Transport service. If you would like to build and utilize your own client site and use the XML technology in order to issue ordering request to SBC ASI, please review the following Interface Agreement.

- Digital Certificate Reference Guide
 - Instructions to replace the Verisign root CA and Verisign Intermediate CA
- Certificate Practice Statement
- Certificate Authority Subscriber Agreement
- SBC ASI DSL XML Applications Interface EIA V7.0 **Effective April 24, 2004**
 - Sample Java Code
 - Pre-Ordering/Ordering Error Codes V5.0
 - XML Schema (You will need the proper software to unzip and open this file.)
 - Supplemental Static Data Document V6.0
- SBC ASI DSL XML Applications Interface EIA V8.0 **Effective July 10, 2004**
 - Sample Java Code
 - Pre-Ordering/Ordering Error Codes V6.0
 - XML Schema (You will need the proper software to unzip and open this file.)
 - Supplemental Static Data Document V7.0

If you would like additional information see our [Registration Information](#) section.

Complex Product Service Order System (CPSOS)

A web-based tool with a graphical user interface that allows you to pre-qualify customers for DSL, perform a variety of pre-ordering functions and submit DSL orders. If you have a small to moderate customer base and/or you do not wish to develop your own order entry or client site to enable pre-qualification and ordering, then this tool may be most appropriate for you.

- [JRE Needed to run CPSOS](#)

You must install Sun's JRE install 1.4.2_01 in order to run CPSOS.

 - 1) Save the executable to your local hard drive
 - 2) Double click the executable file at the saved location
 - 3) Run the install of the certificate (next step)
- [Cert File Needed to run CPSOS Web](#) Effective 1/24/04

You need to run this installation for JRE 1.4.2_01 because the Verisign certificate has expired. Users must have administrative privileges on their PC to complete this download.

 - 1) Save the executable to your local hard drive

- 2) Double click the cert.exe file at the saved location
- 3) Start the CPSOS application as normal

- [Agreement for ISP Change Order Type](#)
 - [FAQ for ISP Change Order Type](#)
 - [End user Letter of Authorization](#) (Example)
- [FAQ for New F&T "Move" Order Type](#) Updated 11/21/03
- [FAQ for New F&T "Move" Order Type](#) Effective July 29, 2004
- [FAQ for Pending on Pending T-LSR Order Flow Through](#) Effective April 24, 2004
- Use the following forms to order DSL in SNET
 - [SNET DSL Order Form](#)
 - [SNET MAQ Request Form](#)

If you would like additional information see our [Registration Information section](#).

Request to Test an Application

Use this form to request Test Account information, or for access to the Test environment for either Release or Special Testing. Please refer to Information Document for details.

[Request to Test an Application](#) [[More Information](#)]

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Batch ADSL Ordering Tool Reports

A reporting mechanism that accompanies the Batch Ordering Tool. The Batch Ordering Tool Report, known as the Orders Taken by Due Date (OTD), allows the ISP to view and receive confirmation of ongoing status of all DSL orders. The report is produced directly from the Complex Product Service Order System (CPSOS).

- [Batch Ordering Tool Reports \(OTD\) EIA V8.0](#)
 - [Supplemental Static Data Document V5.1](#) Updated January 29, 2004
- [Batch Ordering Tool Reports \(OTD\) EIA V9.0](#) Effective July 10, 2004
 - [Supplemental Static Data Document V7.0](#)

If you would like additional information see our [Registration Information section](#).

Extensible Markup Language (XML) Account Look Up Application Interface (API)

The purpose of the XML Account Look Up transaction is to provide an XML solution that allows ISPs the ability to retrieve the "in service" DSL record from backend ASI systems. Information in this transaction represents the account of record. Information returned is retrieved from the CPSOS database and will allow XML users the convenience of viewing an existing account during the day rather than waiting for a report overnight. Please review the External Interface Agreement (EIA) below for additional information.

- [XML Account Look Up EIA V4.0](#) Effective April 24, 2004
 - [Sample Java Code](#)
 - [Pre-Ordering/Ordering Error Codes V5.0](#)
 - [XML Schema](#) (You will need the proper software to unzip and open this file.)
 - [Supplemental Static Data Document V6.0](#)
- [XML Account Look Up EIA V5.0](#) Effective July 10, 2004
 - [Sample Java Code](#)
 - [Pre-Ordering/Ordering Error Codes V6.0](#)
 - [XML Schema](#) (You will need the proper software to unzip and open this file.)
 - [Supplemental Static Data Document V7.0](#)

If you would like additional information see our [Registration Information section](#).

Extensible Markup Language (XML) Order Status Application Interface (API)

The function of the XML Order Status Application Interface is to provide XML users with the ability to retrieve order status on all pending and modified orders. Information returned is retrieved from the CPSOS database and will allow XML users the convenience of tracking order status throughout a day rather than wait on an overnight report. Please review the External Interface Agreement (EIA) below for additional information.

- [XML Order Status EIA V5.0](#) Effective April 24, 2004
 - [Supplemental Static Data Document V6.0](#)
 - [Sample Java Code](#)
 - [XML Schema](#) (You will need the proper software to unzip and open this file.)
 - [Pre-Ordering/Ordering Error Codes V5.0](#)
- [XML Order Status EIA V6.0](#) Effective July 10, 2004
 - [Supplemental Static Data Document V7.0](#)
 - [Sample Java Code](#)
 - [XML Schema](#) (You will need the proper software to unzip and open this file.)
 - [Pre-Ordering/Ordering Error Codes V6.0](#)

If you would like additional information see our [Registration Information section](#).

ISP Feed

A comprehensive report that provides information pertaining to orders placed into the Complex Product Service Order System (CPSOS). Orders may have been placed into CPSOS via the CPSOS Client or Batch Ordering Tool. If you are interested in obtaining a comprehensive report of information pertaining to orders placed into the Complex Product Service Order System (CPSOS), then you should complete a request to receive this report on

an ongoing basis.

- ISP Feed EIA V10.0 **Effective April 24, 2004**
- Supplemental Static Data Document V6.0

If you would like additional information see our [Registration Information](#) section.

Lead Free

An online application that provides the inventory and assignment of virtual paths/virtual channels for DSL service.

- [3.2 Lead Free Impact Document](#)

If you would like additional information see our [Registration Information](#) section.

Request to Test an Application

Use this form to request Test Account information, or for access to the Test environment for either Release or Special Testing. Please refer to Information Document for details.

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Applications - System Release Documents

2.09 System Release Documents - Effective January 24, 2004

- [Initial Change Review List](#)
- [Initial Commit List](#)
- [Impact Document](#)
- [ASI System Hours of Availability](#)

2.10 System Release Documents - Effective April 24, 2004

- [Initial Change Review List](#)
- [Initial Commit List](#)
- [Impact Document](#)

2.11 System Release Documents - Effective July 10, 2004

- [Initial Change Review List](#)
- [Initial Commit List](#)
- [Impact Document](#)

Request to Test an Application

Use this form to request Test Account information, or for access to the Test environment for either Release or Special Testing. Please refer to Information Document for details.

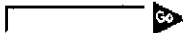
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Applications - Trouble Administration

Electronic Bonding for Trouble Administration (EBTA)

EBTA provides 'Real Time' application to application trouble report administration and communication between SBC ASI and an ISP. EBTA is a method of allowing the Operational Support Systems (OSS) of an ISP to interface directly with the OSS of SBC ASI. SBC ASI has developed this product in adherence with the ANSI T1.227 and T1.288 standards on Trouble Administration. ISPs can view an example of the EBTA Joint Implementation Agreement (JIA) below for more information.

- [E-Bonding Interface \(JIA\) V1.1](#) [Example](#)
- [Schema for XML](#) (You will need the proper software to unzip and open this file.)

If you would like additional information see our [Registration Information section](#).

MAGIC – SBC Data Services

A web-based tool that allows you to perform a variety of trouble administration and order status functions. The Trouble Administration (TA) tool allows you to enter a trouble ticket on an SBC ASI circuit/telephone number, check the status of an open or closed trouble ticket and view a list of open and closed trouble tickets. The Order Status (OS) tool allows you to view pending and posted service order status and detail by Master Company Number, circuit ID, telephone number or service order number.

If your business needs a mechanized way to enter trouble tickets and obtain order status you should request user access today.

- [MAGiC – SBC Data Services User ID Form V3.3](#)

If you would like additional information see our [Registration Information section](#).

Closed Trouble Ticket Status Report

A unique service that allows each ISP to view information concerning completed trouble reports submitted to SBC ASI. This information is provided via email or a file transfer protocol (FTP) process.

- [Program Description](#)
- [SBC ASI Trouble and Analysis Codes](#)

If you would like additional information see our [Registration Information section](#).

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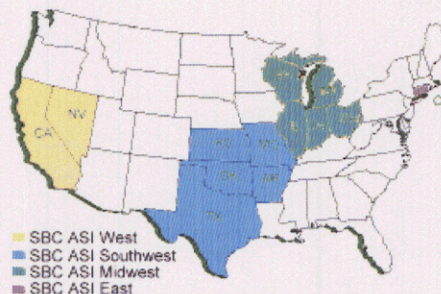
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Network Status

Service Interruption Report

- [SBC ASI Midwest](#)
- [SBC ASI West](#)
- [SBC ASI East](#)
- [SBC ASI Southwest](#)



■ SBC ASI West
 ■ SBC ASI Southwest
 ■ SBC ASI Midwest
 ■ SBC ASI East

- [Request for email distribution of Service Interruption Report](#)
- [ADSL Office Status Report](#)

This report lists all enabled wire centers, those pending deployment and the ADSL port capacity available in each office. Port capacity data on this report is updated by 5PM CST every Friday while changes affecting the wire centers are identified with a "U" in the Update column and are reported as changes take place.

Telco Anticipated RT Deployment Schedule and DA Boundaries

The four regional spreadsheets below provide anticipated Remote Terminal (RT) deployment months as reported to SBC ASI by the SBC Telco Affiliates. Information will be updated weekly (typically on Friday). ISPs can use the Distribution Area (DA) Boundary files along with the Telco Anticipated RT Deployment schedules and ArcView mapping software to develop maps of new deployment locations. All information is provided and maintained by the SBC Telco Affiliates to assist with planning and forecasting. Information can change at any time. SBC ASI is not responsible for validating anticipated dates and does not provide or support the ArcView mapping software.

➤ Telco Anticipated RT Deployment Schedules

- [SBC ASI Midwest](#)
- [SBC ASI West](#)
- [SBC ASI East](#)
- [SBC ASI Southwest](#)

➤ Distribution Area (DA) Boundaries (To be used in conjunction with ArcView mapping software).

ArcView is commercially available software developed by Environmental Systems Research Institute, Inc (ESRI) and additional information is available at www.esri.com.

➤ Illinois	(01/29/04)	Unix	Windows
➤ Indiana	(01/29/04)	Unix	Windows
➤ Michigan	(01/29/04)	Unix	Windows
➤ Ohio	(01/29/04)	Unix	Windows
➤ Wisconsin	(01/29/04)	Unix	Windows
➤ California	(01/29/04)	Unix	Windows
➤ Nevada	(01/29/04)	Unix	Windows
➤ Connecticut	(01/29/04)	Unix	Windows
● Arkansas	(01/29/04)	Unix	Windows
➤ Kansas	(01/29/04)	Unix	Windows
➤ Missouri	(01/29/04)	Unix	Windows
● Oklahoma	(01/29/04)	Unix	Windows
● Texas	(01/29/04)	Unix	Windows

Remote Terminal Readiness Report

- [SBC ASI Midwest](#)
- [SBC ASI West](#)
- [SBC ASI East](#)
- [SBC ASI Southwest](#)

➤ LAC Readiness Report **(SBC ASI Midwest Only)**

This report provides ISPs in the SBC ASI Midwest Region with a list of active and planned L2TP Aggregation Concentrators (LACs) per LATA. SBC ASI adds LACs in a LATA on an ongoing basis in order to meet the needs of an expanding DSL subscriber population. The report will also indicate if the ISPs Infrastructure Data Sheet has been updated with information needed to configure new tunnels for an added LAC.

➤ LAC Router Datasheet

Datasheets provide ISPs in the **ASI Midwest region** with the logical information required to configure tunnels to a specific LAC Router in a given LATA. ISPs should refer to their Datasheet(s) after receiving email notification from SBC ASI regarding the installation of a new LAC Router or migration from LAC Router to another.

Summary of TN Statuses by DSLAM/RT

These reports utilize 'snap shot' information from SBC ASI's DSL qualification planning database and can assist ISPs with DSL planning and marketing efforts. The reports provide weekly, aggregated telephone number (TN) status information by CO DSLAM and Remote Terminal (RT), in addition to summarizing "Account Restricted" statuses. For additional information regarding the reports click [here](#).

- [SBC ASI Midwest](#)
- [SBC ASI West](#)
- [SBC ASI East](#)
- [SBC ASI Southwest](#)

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CPSOS is up and running in all SBC ASI regions. If you experience problems, please contact the Toolbar

Planned System Unavailability Calendar

■ SBC ASI West ■ SBC ASI Southwest ■ SBC ASI Midwest ■ SBC ASI East ■ All Regions

Point your mouse over your region designated color block on the calendar to see the system message.

July 2004							August 2004						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	21	22	23	24	25	26	27
25	26	27	28	29	30	31	28	29	30	31			

CPSOS

Current CPSOS availability hours in Central Standard Time (CST) are identified below:

	ASI Southwest	ASI West	ASI Midwest	ASI East
M-F	7am - 12am	9am - 2am	7am - 12am	7am - 10pm
Saturday	7am - 11:30pm	9am - 1:30am	7am - 11:30pm	7am - 10pm
Sunday	10am - 6pm	10am - 6pm	10am - 6pm	NA

[Monthly Availability Report](#)

LeadFree

Current LeadFree availability hours in Central Standard Time (CST) are identified below:

Sunday - Saturday 6:00am - 2:00am

[Monthly Availability Report](#)

Extensible Markup Language (XML)

[XML Hours of Availability](#)
[Monthly Availability Report](#)

Electronic Bonding (EBTA)

The SBC ASI EBTA schedule for maintenance and potential downtime is as follows:

1st Sunday of each month	12:00am - 6:00am CST
All other Sundays	12:00am - 4:00am CST
Monday - Wednesday	2:00am - 3:00am CST
Thursday	2:00am - 6:00am CST
Friday - Saturday	2:00am - 3:00am CST

MAGIC - SBC Data Services

The MAGIC - SBC Data Services database has regularly scheduled system maintenance during the following dates and times:

Monday - Saturday:	2:00am - 3:00am CST
Sunday:	12:00am - 4:00am CST

For status on downtime beyond or outside of the above times please click on the following link:

[MAGIC - SBC Data Services](#)

SBC ASI Proprietary Information

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